



CONSULTANT PROFILE

Mark Shearing



Strategy, Service Management, Programme Management, Business Process Re-engineering

BACKGROUND

- ✦ JPMorgan Chase
2005
Change Management
- ✦ Dimension Data
2002-4
Preferred Partner Programme
Programme Management Office
- ✦ Irish Bank
2002
Organisational Change
- ✦ CSC (Computer Science Corporation)
1996-02
JPMorgan and Henderson/Cogent
Service Deliver Manager
Hosting Service Manager EMEA
New Services & Business Management
Planning & Strategy
- ✦ JPMorgan
1992-6
Service Delivery Manager
Business Management
Technical Project Manager
- ✦ Natwest Bank
1989-92
Systems Analyst
- ✦ Schlumberger
1988-89
Engineer
- ✦ Nottingham University
1985-88
PhD Mechanical Engineering
- ✦ Nottingham University
1982-85
B.Eng Mechanical Engineering (2:1 Hons)

A senior IT professional with over fifteen years experience working with financial institutions in a broad variety of roles spanning strategic planning, operational service management, business process re-engineering, project and operations management and consultancy.

In addition to proven skills in client management, business analysis and the generation of creative solutions, Mark has significant business development, bid response and sales capabilities.

ACCOMPLISHMENT HIGHLIGHTS

- ❖ Introduction and management of new bank-wide change-management system for global Wintel environment. Influenced development of new processes as relevant to Wintel group and put structure in place for ongoing execution.
- ❖ Managed the specification and execution of a pan-European project covering process and workflow design, application design and delivery of a problem management application for a tier-1 investment bank.
- ❖ Managed the creation of a Preferred Partner Programme for a global network and systems integration company. Mark was responsible for establishing key procedures and processes for the selection and international approval of partners as well as establishing the supporting toolset of contract templates and commercial processes for importing goods. Globally managed the project phase to bring the partners on board and integrate them with the company's core operating procedures.
- ❖ Service Delivery Manager responsible for CSC's AMP account in London. With 60 reports, Mark managed all aspects of the Technical Operational and Project Management Services. He lead this part of the account through an outsourcing transition to CSC ensuring successful continuation of services through the change.
- ❖ From September 2000 to Feb 2001 Mark was responsible for CSCs European eHub offering. Focused on the securities industry, this product delivered business solutions to eCommerce challenges from business process re-engineering to '5 nines' Managed Hosting. In this role he was responsible for Client Solutions, Account management, Build Engineering and Production Service Delivery.
- ❖ Responsible for New Services and Business Development for JPMorgan account at CSC, successfully completing a number of new deals covering: SAN technologies, pan European Hub and Spoke support services, a centralised backup service supporting over 5Tb and a range of smaller expansions of the current account scope.
- ❖ Service Delivery Team Manager for Swaps at JPMorgan. Responsible for 22 staff and the provision of all aspects of technology service delivery to a client base in excess of 700 in the Swaps and Swap Derivatives Business (including the Trading Floor).